



Dave Lambertson
Interim Director

COUNTY OF LOS ANGELES

Internal Services Department

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February 19, 2004

Agenda Date: March 3, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**REQUEST FOR APPROVAL AND AWARD OF TELEPHONE LANGUAGE
INTERPRETATION SERVICES CONTRACTS
(ALL SUPERVISORIAL DISTRICTS - 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Award three contracts, and instruct the Chairman to sign the attached three originals for each contract, with Language Line Services, NetworkOmni and Tele-Interpreters On-Call, Inc., to provide on-demand Telephone Language Interpretation Services for a term of three (3) years, effective on Board approval, with two (2) one-year renewal options, for an estimated first year cost of \$250,000 based on historical volume.
2. Authorize the Interim Director of the Internal Services Department (ISD) or his designee to exercise each of the two (2) one-year extension options at the end of the three-year term and month-to-month extensions not to exceed, in aggregate, six (6) months.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to provide the County with continuation of on-demand telephone language interpretation services that assist County staff in serving members of the public who do not speak English. The services are provided in a conference call format between the applicable department, the caller, and the contractor representative who provides the interpretation services. The services may also be used for individuals calling into a County office as well as for walk-in traffic.

The County is charged a fixed rate per minute for these services. These services are essential to assist a variety of County departments (e.g. Sheriff, Health Services, Public Social Services, Probation, etc.) in providing interpretation services to the citizens of the County who do not speak English. These services are provided 24 hours a day, 7 days a week.

The recommended contracts will provide multiple firms for telephone language interpretation services to ensure appropriate coverage for County requirements. Upon Board approval, ISD will issue instructions to all departments related to the use of this service.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goals No. 1 of Service Excellence by providing the public with easy access to information and No. 4 of Fiscal Responsibility by reducing and stabilizing costs for telephone translation services.

FISCAL IMPACT/FINANCING

Expenditures under these contracts will vary from year to year based on the volume of service requested by County departments. Currently, they are averaging about \$46,000 a month County-wide. We expect this amount to decrease under the new contracts because of the reduction in rates. There are sufficient funds appropriated within the ISD Telephone Utilities Budget for the expenditures. ISD costs will be recovered through billings to each County department for their individual usage. Departments are responsible for ensuring they have adequate funding. Expenditures over the term of the contracts and the expenditures within any given year will remain within each department's budgeted appropriation for such services.

The recommended contracts represent substantially reduced per minute rates from the current rates. Depending on the specific language to be interpreted, rates in the recommended contracts range from \$0.97 to \$1.19 per minute. This represents a 50% savings over the current rate (average of \$2.18 per minute). The rates are fixed for the first three (3) years of the contract. These contracts contain a cost of living adjustment (COLA) provision consistent with the County's policy on COLAs, which will be invoked only if the County elects to exercise the subsequent option years.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The terms and conditions of the contracts have been approved as to form by County Counsel. The recommended contractors agree to consider qualified GAIN/GROW participants for employment openings and to comply with the County's Jury Duty Ordinance, the Safely Surrender Baby Law and the County's Child Support Compliance Program. The Child Support Services Department has confirmed that the

recommended firms have complied with the requirement to file a Principal Owner Information Form with its office. These are not Proposition A Contracts, therefore, the Living Wage Program (County Code Chapter 2.201) does not apply to the recommended contracts. It has been determined that the services under this Agreement do not impact Board Policy No. 5.030, "Low Cost Labor Resource Program", because of the specialized knowledge and training required to perform the work. The contractors will not be asked to perform services which will exceed the scope of work and contract dates.

CONTRACTING PROCESS

On October 6, 2003, ISD sent a memo to the Board advising that an error had been discovered in the process used for ordering and paying for "over-the-phone" translation services for members of the public who do not speak English. Subsequently, on November 4, 2003, ISD requested the Board authorize the Interim Director of ISD to amend the existing Purchase Order to allow us to continue telephone interpretation services until a contract was awarded. At that time, ISD committed to complete a formal solicitation service and prepare a long-term contract for your Board's consideration and approval within 180 days.

A Request for Proposals (RFP) was released on December 15, 2003, and posted on the Los Angeles County website. A notice of availability was provided to 166 vendors shown on Attachment 1. The RFP was posted on the County's website, (the printed notice shown in Attachment 2) and hard copy documents were available at ISD's procurement office.

Nine proposals were received and reviewed for compliance with the minimum requirements as stated in the RFP. Two proposals did not contain all required data and were declared non-responsive. The remaining seven were submitted to an Evaluation Committee consisting of representatives from the Office of Affirmative Action Compliance, Commission on Human Relations and ISD.

The RFP requested separate pricing proposals for a wide variety of languages, including all of the County's most frequently used languages, and for a Spanish-only option. A Spanish-only option was requested in order to determine if price discounts could be achieved, since historically, Spanish interpretation represents approximately 80% of all requests received. Proposers were advised in the RFP that the County may make multiple contract awards and that there is no guarantee of a particular volume of work.

Three firms were selected in order to provide County departments with interpretation service options depending on individual department needs and to ensure availability of services in the event of high volume emergencies or vendor default. Language Line Services and NetworkOmni submitted the highest ranked proposals for the County's

most frequently used languages and Tele-Interpreters On-Call, Inc. (a Los Angeles County Community Business Enterprise (CBE) certified MBE/WBE) submitted the highest-ranked lowest-cost proposal for Spanish-only interpretations. Each of the recommended firms can support up to 150 languages. The CBE participation information for the recommended contractors is shown in Attachment 3. However, the recommended contractors were selected without regard to gender, race, creed, color or national origin.

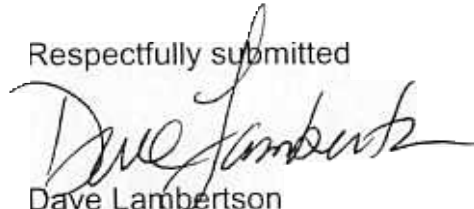
IMPACT ON CURRENT SERVICES (OR PROJECTS)

The new contracts will provide County departments with continued on-demand telephone language interpretation services at significantly reduced rates.

CONCLUSION

The Executive Office, Board of Supervisors, is requested to return one stamped copy of the approved Board letter as well as two signed originals of each of the three contracts to the Interim Director, ISD.

Respectfully submitted

A handwritten signature in dark ink, appearing to read "Dave Lambertson", is written over the typed name.

Dave Lambertson
Interim Director

KH:mmh
Attachments (3)

c: Chief Administrative Officer
Executive Officer, Board of Supervisors
County Counsel

ATTACHMENT 1

TELEPHONE LANGUAGE INTERPRETATION SERVICES NOTIFICATION LIST

COMPANY	COMPANY	COMPANY	COMPANY
1-800-Translate	American Translating Services, Inc.	Certified Languages International	Geotext Translations
3DWord, Inc.	American Translation Partners, Inc.	Certified Translation Services	Germaine Intercultural Center
ABC WORDEXPRESS	American Translators Association (ATA).	CETRA, Inc.	Global Language Solutions
ABLE Innovations, Inc.	Anytime Anyplace Translators	Choice Translating & Interpreting, Inc	Global Reach Languages, Inc.
Academy of Languages	APS International, Ltd.	Cincilingua Translation Services, Inc.	Global Translations Group
Accent On Language	ArgoTranslation, Inc.	CITI Translation Center, Inc.	GlobalDoc, Inc.
Accento	Arial Global LLC	CommGap	Go Global Translations, Inc.
Accu Trans. Inc.	Arta International Corp	ComNet International	I-Interpret, Inc.
Accura International Translators, Ltd.	ASET International Services Corporation	Comprehensive Language Center, Inc.	INAWORD, Inc.
Accurapid Translations Services, Inc.	Atlantic International Translators	Contract International Center for Technical Translation	International Communication by Design, Inc.
Adams Globalization	Auerbach International, Inc. (CCIA)	Corporate Translations, Inc.	International Effectiveness Centers
Adaptive Language Resources	Auracom International, Inc.	CP Language Institute, Inc.	International Language Services, Inc.
AD-EX TRANSLATIONS WORLDWIDE	Avalon Language Services, Inc.	CREO International	Interpreters International & Translations
Advance Language Studios	Babel Tower, Inc.	Crossword Translation & Interpreting	Interpreters Unlimited
Advanced Communications and Translations, Inc.	Berkeley Scientific translation Service	Diplomatic Language Services, Inc.	InterSol, Inc.
AE, Inc. - Translations	Betmar Languages, Inc.	Dynamic Language Center	IRCO/International Language Bank
Affinity Language Services	Bowne Global Solutins	Eriksen Translations Inc.	ISI
ALS International	Bruce International, Inc.	Eurasia International	Iverson Language Associations, Inc.
Always Ready Translation Services	Burg Translations, Inc.	FLS, Inc.	Language & Culture Worldwide
Ambassador Translating Inc.	California Court Interpreters Association (CCIA)	Foundation for International Services	Language Innovations, LLC
American Evaluation and Translation Service	California Fedration of Interpreters (CFI)	Geneva Worldwide, Inc.	Language Intelligence, Ltd.

ATTACHMENT 1

TELEPHONE LANGUAGE INTERPRETATION SERVICES NOTIFICATION LIST

COMPANY	COMPANY	COMPANY	COMPANY
Language Liason	NCS Enterprises, LLC	Schreiber Translations, Inc.	Translation Plus, LLC
Language Line Services	NetworkOmni	SH3, Inc.	Translation Services International Inc.
Language Services Consultants, Inc.	Northern California Translators Association (NCTA)	Siemens Translation Services	Translators and Interpreters Guild (TTIG)
Language Training Center	Now Translations	Southern California Translators Association (SCATIA)	Transperfect Translations International, Inc.
LanguageUSA	Olesen Logistical Management Group	Span-It., Inc.	Transtek Associates, Inc.
LanguageWorks	Omega Business Services, Inc.	Syntes Language Group, Inc.	Trustforte Language Services
Lazar & Associates	Omni Lingual Services	T Total Translations, Inc.	TTE Transcripts Worldwide, LTD
Legal Language Services	Omni Translators	Techworld Language Services, Inc.	U.S. Translation Company
Lexi-tech International Inc.	Optimal Communicators, Inc.	Tele-Interpreters	United Nations Translators &
Liaison Multilingual Services	Pacific Interpreters, Inc.	Telelanguage Services	Universal Translation Agency
Lingo Systems	Paragon Language Services	TermSeek, Inc.	Univox Group, Inc.
Linguistic Systems, Inc.	Patent Translations Inc.	The Bridge-World Language Center, Inc.	Vita International Programs, Inc.
Local Solutions	Peritus Precision Translations, Inc.	The Language Bank, Inc.	Viva Language
MAGNUS International Trade Services Corp.	Professional Translation Services, LLC	The Language Connection	Voices For Health, Inc.
Marste & Co., Inc.	Ralph McElroy Translation Company	The Language Doctors, Inc	WORLDNET, Inc.
MasterWord Services, Inc.	Rennet Bilingual Translations	The Language Exchange, Inc.	Zamantech, LLC
McNeil Technologies, Inc.	RIC International, Inc.	Toward, Inc./Superior Translations	
Merrill Translations	Richard Schneider Enterprises, Inc	Transfirex Translation Services, Inc.	
MGE Lingual Services	Russian and Slavic Language Services	Translangco	
Mondial Translations & Interpreting	RussTech	Translate Express Dot Com	
Multi-Linga Communications, Inc.	Sajan, Inc.	translate4me	
National Association of Judiciary Interpreters & Translators (NAJIT)	SBC	Translation Company of America, Inc.	

ATTACHMENT 2

Bid Information

Bid Number : 103388mmh
Bid Title : RFP for Telephone Language Interpretation Services
Bid Type : Service
Department : Internal Services Department
Commodity : TRANSLATION SERVICES
Open Date : 12/15/2003
Closing Date : 1/15/2004 12:00 PM
Bid Amount : \$ 00,000
Bid Download : [Available](#)
Bid Description : The County of Los Angeles Internal Services Department hereby invites proposals from qualified companies who can provide on demand Telephone Language Interpretation Services (over the telephone person-to-person interpretation services) to communicate with non-English speaking customers and constituents. Telephone Interpretation Language services must be provided on a 24 hours a day, 7 days a week, 365 days a year basis to and from English and County's Core Languages. The contract is for three(3) years with two(2) one year optional renewal periods.
Contact Name : Peggy Heeb
Contact Phone : (562) 940-3099
Contact Email : mheeb@co.la.ca.us
Last Changed On : 12/15/2003 3:05:30 PM

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**TELEPHONE LANGUAGE INTERPRETATION SERVICES
FIRM/ORGANIZATION INFORMATION AS PROVIDED BY CONTRACTOR**

FIRM INFORMATION		Language Line Services	NetworkOmni	Tele-Interpreters On Call, Inc
Cultural/Ethnic Composition		Public Corp.	Public Corp.	Woman Owned
OWNERS/PARTNERS	Black/African American			
	Hispanic/Latin American			1
	Asian American			
	American Indian/Alaskan			
	All others	2	2	
	Women (included above)		1	1
MANAGER		Number	Number	Number
	Black/African American	3		
	Hispanic/Latin American	10	3	6
	Asian American	16		1
	American Indian/Alaskan			
	All others	59	12	12
	Women (included above)	38	9	10
STAFF	Black/African American	14	5	1
	Hispanic/Latin American	59	82	34
	Asian American	76	16	15
	American Indian/Alaskan			
	All others	88	21	11
	Women (included above)	169	95	37
TOTAL # OF EMPLOYEES		327	141	81
BUSINESS STRUCTURE		Corporation	Corporation	Corporation
COUNTY CERTIFICATION		NO	NO	CBE (MBE/WBE)
CERTIFYING AGENCY		N/A	N/A	Southern Calif. Regional Purchasing Council